



NAVAL HOSPITAL JACKSONVILLE

Healing our Nation's Heroes

QUALITY OF CARE

We are agile, ready to support operational missions anytime, anywhere – from disaster relief to combat care, on the front lines. With our community partners, we collaborate on shared visions for regional and national quality.

COLLABORATION

Skipper's Direction



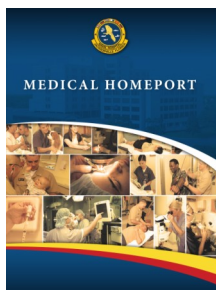
Operational Readiness



As we remain focused on our readiness goal, I want to highlight some recent command accomplishments. Recently, we were recognized as one of the healthiest worksites in the region, receiving the gold level award from Jacksonville Mayor's Office and UNF's Center for Global Health and Medical Diplomacy; our Family Medicine Residency Program was the Uniformed Services University Site of the Year; and the command and our reserve units—Naval Operational Health Support Units—received the Blue H, the Navy Surgeon General's Health Promotion and Wellness Award. These in combination with our tenant commands being fully ready underscores our success in staff readiness. —Skipper

Medical Homeport's positive impact

Our adoption of Medical Homeport at the hospital and branch health clinics Mayport and Kings Bay is driving



positive change across our command. Current HEDIS measures show we are at or above 90th percentile in asthma care and breast and colon screenings. We still need to crack-the-nut in our approach to A1C's—a challenge we share across all Navy medical treatment facilities. And we will soon be at 90th

percentile for cervical screenings. These numbers represent important preventive care for our patients. Not only that, they mean more in the command's budget. For example, reaching the 90th percentile in cervical screenings and A1C's means almost \$1 million more for us. Along with Medical Homeport's positive impact on our HEDIS goals, we hope to become more efficient in the delivery of care by maximizing primary care appointments. The hospital will no longer offer an Acute Care Clinic beginning July 1—routine and acute care needs will be handled by our Medical Homeport teams to improve continuity of care and drive higher standards for both the outcomes and experiences of our enrolled patients. Our Naval Hospital Jax patients deserve the best care. Our successful adoption of the "whole-person" approach to care through Medical Homeport is an important step toward our readiness goal to man, train and equip to provide and maintain health! Detailed questions and answers are [here](#).

Toyota comes to NH Jax

The newly created *Process Transformation Team* headed up by CDR Rob Jackson will focus on driving clinical and administrative process improvements at NH Jax. Using proven process improvement models such as Toyota Production System which is based on the complete elimination of waste—this team will focus on behavior that leads to learning, continuous improvement and innovation. It is about eliminating waste and mistakes at the point of occurrence to ensure readiness, maximize our patients' health, reduce costs and enhance staff satisfaction. With this approach no defect will be allowed to continue "down the line." This effort complements the use of TeamSTEPPS, Medical Homeport and Lean Six Sigma and brings us into alignment with BUMED.

BY THE NUMBERS

93% patient satisfaction (ICE)
83.7% NH Jax's tenant command readiness

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"I come to Naval Hospital Jacksonville for all these years—a total of 24—its because I'm very confident in care that I'm going to receive when I get here and how they're going to take care of me. The care I've received here at Naval Hospital Jacksonville has been awesome, it's been great. I couldn't ask for anything better."

Lynn Wilkinson
NH Jax patient

Why TeamSTEPPS needs to be part of NH Jax's DNA

An Iraq veteran required a complex, multistep, equipment-intensive, orthopedic reconstructive ankle surgery. Multiple TeamSTEPPS briefs were held prior to the surgery bringing together the patient, surgeons, anesthesiologist and family members. This is an example of a truly collaborative approach to patient care. The patient, who had multiple surgeries on the same ankle in the past, left saying "This was the best experience ever!" CDR Mark Gould, NH Jax's Director of Surgical Services and one of the surgeons on the case said, "The patient-centric atmosphere that was prevalent through the entire case occurred because of the seemingly second nature participation by everyone involved in the case in the TeamSTEPPS process. As a result of this, four complex procedures were successfully performed within four hours of operative time, a true economy of tourniquet time, and a calm, dare I say, fun atmosphere prevailed."

This is just one of many examples of the true value of using TeamSTEPPS tools—briefs, huddles, debriefs, SBAR, timeouts, effective use of checklists—providing our patients with the best possible outcomes through a combination of information, people and resources.

Don't let the media define our image

As a member of the NH Jax team, what do you say to patients reacting to a lawsuit described by one of our local TV stations? How does it make you feel? Perception—whether right or wrong—is a powerful thing and is often shaped by reporters and the internet. Our hospital, like all Navy hospitals, meets or exceeds national military and civilian health care standards. We are deeply committed to the highest quality of care and take every step possible to ensure we consistently meet these high standards. Adverse events are an unfortunate part of medicine, which is 'high risk' by definition. We don't minimize any adverse event, as our goal should always be to have zero. But perception has at times brought a question to the quality of care we deliver. Two key things contribute to this perception: (1) Medical settlements and pending lawsuits outside federal facilities can often be settled behind closed doors and the patients are required to sign agreements that prohibit them from discussing anything about the case. So you don't hear about them. Cases against the military are public. This can lead to a perception that we face a disproportion amount of medical errors. (2) Because of the federal government's inability to comment about pending litigation due to privacy policies and HIPAA, we are very limited in what we can say to reporters who call about a filing. This can be reported in a way that makes us appear as if we are hiding something.

So the next time you are faced with a patient or staff member with this perception, be empowered to let them know that we at NH Jax—our hospital and branch health clinics—do everything possible to minimize the incidence of adverse medical events—never accepting the status quo. Both individually and as a collaborative team, we all play an active role in ensuring patient safety. This includes a rigorous quality assurance program and formal processes for conducting medical reviews on standards of care. When something does occur, we carefully investigate and identify areas in which we can improve patient care as quickly as we can and incorporate what we learn into our policies and procedures. Be confident in letting them know that our hospital meets or exceeds national standards and practices. Reassure them about our deep commitment to the highest quality of care.

We are here to heal our nation's heroes and their families. You are part of an incredibly talented team of caregivers.

Be proud, confident and empowered to help others understand the truth and not false perceptions.